



**HiPath 4000**

**optiPoint 410 economy**  
**optiPoint 410 standard**

Operating Instructions

**SIEMENS**




Global network of innovation

# About these Operating Instructions

These Operating Instructions describe the use of the optiPoint 410 in conjunction with the HiPath 4000 Communication Server, Version 1.0. They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone - please contact your service personnel.
- Your communications platform does not support this function - please contact your service personnel.

## Important Notes

	Never operate the telephone in an environment where there is a risk of explosion.
	Only use Siemens accessories. The use of other manufacturers' accessories may be dangerous and will render the warranty and approval null and void.
	Never open the telephone set or an add-on unit. If any problems arise, contact your service personnel.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

The telephone must not come into contact with abrasive liquids or liquids which are liable to discolor it, such as tea, coffee, fruit juices or soft drinks.  
Care of the telephone → page 99.

## Labels



The CE symbol certifies compliance of this equipment with the EU and UL directives.



This device has been manufactured in accordance under a certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.

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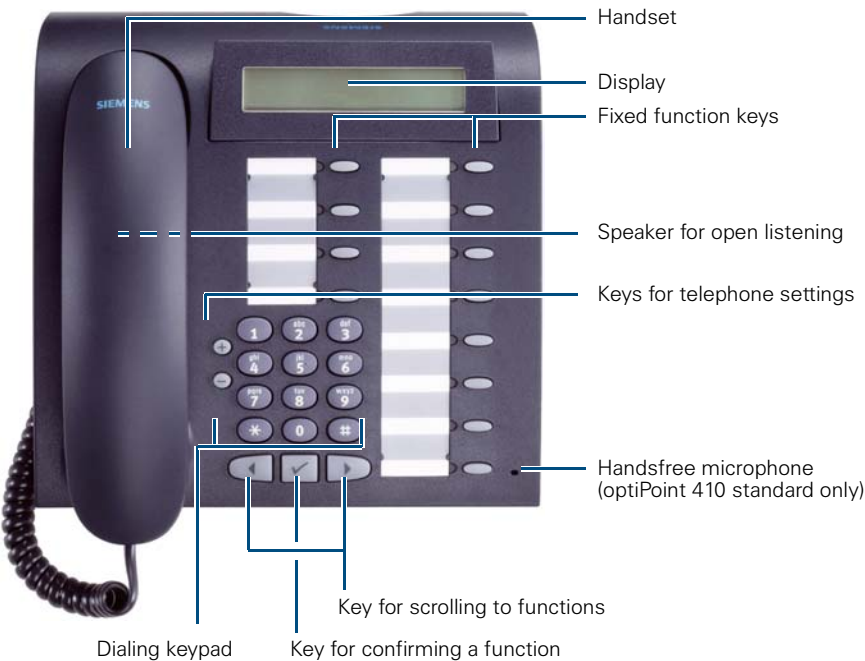
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# Basic Usage Instructions

## The optiPoint 410 economy/standard control panel



### Permanently assigned function keys

for basic, enhanced, multiline and team functions (example):

program/service	Call pickup
Redial	Call park
Mailbox	Disconnect
Speaker	Show used line *
	Ringer cutoff *
	Privacy *
	Hold *
	Exclusive hold *

Variant:

Call pickup
Call park
Disconnect
Show used line
Ringer cutoff
[Line]
[Line]
[Line]

\* keyset configuration → page 75 with line keys.



Step by Step

How to use this user guide

The operating procedures are presented in a logical sequence in the colored column. The symbols used have the following meanings:



Lift the handset.



Replace the handset.



Enter number or code.



Press the setting keys on the telephone.



Press the key.



Press the key that is lit.



Press the key that is flashing.



The selection option is shown on the display. Confirm with key



Look for the selection option. Press keys until the selection option appears on the display. Then confirm with key .

Display




Line 1 contains instructions or acknowledgment messages, depending on the particular situation.

Line 2 contains selection options for functions, which you can confirm by means of . If the character ">" is visible on the right-hand side, there are further selection options, which can then be accessed using .

Step by Step

 **Var. call forw. on?** 

**Callback?**   
or

 **Dial again?** 

program/service   


or

program/service 

 **More features?** 

 **Display suppression?** 

Second call 

How to activate functions


... directly

Certain functions can be **selected directly in the idle state**, for example:

Make your selection with   and confirm it with .

Other functions can be **selected directly in certain call situations**.

You dial a number but the other party is busy:

Confirm with .

Make your selection with  , confirm it with  and dial another number.

... via the Service Menu

First press the program/service key. You are then offered a number of selection options. Example: suppressing the number display at the called party → page 34:

Press the key.

Use the service code to switch to the Display Suppression function. The service codes are listed in the quick-reference operating instructions (appendix).

Press the key.

Make your selection with   and confirm it with .

Select again with   and confirm with .

... using a function key

You can activate directly a HiPath function that you have saved on a key → page 65, for example

Press the key. The function is executed.

**Step by Step**

## **Which functions can be used?**

### **Basic and enhanced functions**

You can use all of the communication platform's basic and enhanced functions that are offered in the dialog on the display, in the service menu, in a main menu and on the function keys.

### **Additional multiline and group functions**

→ page 75

These are configured by the service personnel. You can use the multiline and group functions in addition to the basic and enhanced-convenience functions. A telephone with line keys is identifiable by the fact that your number and the numbers of your colleagues have been assigned to line keys. You have access to all lines and you can also make calls via several lines simultaneously.

The individual telephone can also be configured (as a keyset) for multi-line operation, for example, for use by nonteam members or by brokers who are in contact with clients on several lines simultaneously.

### **Additional executive/secretary functions (not used in US)**

→ page 87

These are configured by the service personnel. You can use the executive/secretary functions in addition to the basic and enhanced-convenience functions. A telephone with an executive/secretary (not used in US) configuration is identifiable by the executive or secretary line keys for direct calls to the executive or to the secretary's office. An executive/secretary telephone also has an intercept key, while a secretary's telephone has a pickup and a deputy key.

Step by Step

Main menu

▶

Speed dial features?

✓

▶

More features?

✓

▶

View active features?

✓

▶

Program/Service?

✓

▶

Phone settings?

✓

▶

Exit?

✓

Optional main menu

Your system administrator can provide a customized key to give you access to a main menu. On this main menu you can choose from the following options:

Press the key.

Use functions such as the redial or speed dial features.

Launch functions such as forwarding or code input.

View active features such as forwarding or do-not-disturb.

Branch to the usual service menu.

Branch to the settings on the service menu.

Exit the menu.

The menu item “Main menu?” will be available on every submenu.

How to make best use of your telephone

- No doubt you have colleagues or outside business associates to whom you make frequent calls. You can save a great deal of time and effort by storing these numbers on keys (Storing a speed dialing number on a key → page 26).
- All too often the number you have dialed is busy. But afterwards you are extremely busy and completely forget to try calling it again. Our advice: make a habit of using the Callback function → page 24.

Step by Step

# Making Calls – Basic Functions

## Answering calls

### Answering a call with the handset

The telephone rings. The caller is displayed.



Lift the handset.

### Answering a call via the speaker key (speakerphone)



This function is not available with optiPoint 410 economy.

The telephone rings. The caller is displayed.



Press the key. The lamp lights up. You are in speakerphone mode.



Increase or decrease the volume. Keep pressing the keys until the desired volume level is set.

### Ending the call:



Press the key. The lamp goes out.


### Notes for speakerphone mode:

- Tell the called party that you are using speakerphone.
- The speakerphone conversing equipment works best at low volume settings.
- The ideal distance between yourself and the telephone for speakerphone conversing is approx. 20 inches.

Step by Step


Speaker  and 

Switching to speakerphone

 This function is not available with optiPoint 410 economy.

**Precondition:** You are making a call with the handset.  
Press the speaker key and release, then put the handset down and continue the call.

Switching to the handset

 This function is not available with optiPoint 410 economy.

**Precondition:** You are on the phone in speakerphone mode.



Lift the handset. Continue the call.

Open listening

You can allow other persons in the room to listen in on the call. Always inform the other party that you are switching to the speaker.

**Precondition:** You are making a call with the handset.

**To activate:**

Speaker  

Press the key. The lamp lights up.

**To deactivate:**

Speaker  

Press the key. The lamp goes out.

Making Calls

Dialing with the handset off-hook



Lift the handset.



Internal: Enter the number.  
External: Enter the access code and the number.

**The called party is busy or does not answer:**



Replace the handset.

## Step by Step



### Dialing with the handset on-hook

Internal: Enter the number.

External: Enter the access code and the number.



or

Lift the handset.

When handset is on-hook: speakerphone not available with optiPoint 410 economy.



### The called party is busy or does not answer:

Press the key. The lamp goes out.

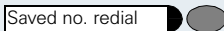
### Ending the call



Replace the handset.

### Saved number redial

If your telephone is configured for this type of redialing, you can save a number and then dial it later → page 27. You can redial the number at the push of a button.



Press the key.

### The other party answers:





or

Lift the handset.

With the handset on-hook: speakerphone (not available with optiPoint 410 economy).

Step by Step

Last no. redial 

or 

Last number redial

If your telephone is configured for this type of redialing, **each** number dialed is saved for possible redialing.

Press the key.

Enter your individual code for Last Number Redial (if necessary, ask the service personnel).

The other party answers:

Lift the handset.

With the handset on-hook: speakerphone (not available with optiPoint 410 economy).

Making a second call (consultation)

During a call in progress you can set up a second call, for example, to obtain information. The first party is placed on hold.

Confirm.

Make your call to the second party.

Release the second call – return to the first call:

Confirm.

Alternating between two calls (toggling)

**Precondition:** You have either made a second call (see above) or taken a waiting call → page 38 during a call in progress.

To switch to the waiting party:

Select and confirm.

Select and confirm (used in US).

Release the present call – return to the other call:

Select and confirm.

Setting up a conference call:

Confirm.

An alerting tone indicates that all three users have been interconnected to form a conference circuit.

Consultation? ☒



Release and return? ☒

▶ Toggle/Connect? ☒

▶ Toggle? ☒

▶ Release and return? ☒

Conference? ☒



## Step by Step

### Transferring a call

If the person you are conversing with wishes to be transferred to one of your colleagues, you can transfer the call to this third party.

#### Extending the call with prior announcement:

Consultation?



Confirm.

US:



Start transfer?



Select and confirm.



Call the other party and inform him or her that the waiting user wishes to be put through.



Replace the handset. The two users are connected to each other.

#### Extending the call without prior announcement:



Start transfer?



Select and confirm.



Enter the number of the desired party.



Replace the handset.



If a connection is not set up between the other two parties within 40 seconds, you are recalled. You are then connected to the first party again.

Step by Step

Call Forwarding

Using call forwarding

You can program two types of call forwarding:

- Station fixed forwarding<sup>1</sup>, and
- station variable forwarding

With station fixed forwarding you can program a forwarding destination that will remain valid until you change or delete it. This forwarding function can be switched on and off.

With station variable forwarding you can choose between 6 different types of forwarding:

- Station variable unconditional/all forwarding
  - forwarding for internal calls only
  - forwarding for external calls only
  - forwarding for both internal and external calls
- Forwarding for busy (int/ext)
- Forwarding after no answer (int/ext)
- Forwarding for busy and ring no answer

Call forwarding is activated when a forwarding destination is programmed. When the station variable forwarding function is switched off, the forwarding destination is automatically deleted

When forwarding is activated you can see the following display in the idle menu:

Forwarding type	Display message
Station fixed forwarding	Forwarding to e.g. 222 Eric Brown (own number)
Station variable forwarding	
Forwarding for internal/external calls only	Forwarding for internal/external On
Forwarding for busy	Forwarding on busy On
Forwarding after time	Forwarding on timeout On
Forwarding for busy and ring no answer	Forwarding on busy or timeout On
Station fixed forwarding	Fixed forwarding On

See → page 58 to find out how to activate/de-activate call forwarding via codes or an installed forwarding key.

1. Station fixed forwarding is optional

## Step by Step

### Station fixed forwarding

If you have programmed a forwarding destination for station fixed forwarding, you can activate and deactivate the forwarding facility either in the program/service menu or with a forwarding key configured by your service personnel. The programmed forwarding destination remains valid until you change or delete it.

#### Programming/changing a forwarding destination


program/service 

**Destinations?** ☒

**Call forwarding?** ☒

**Next forwarding type? >** ☒

**Next forwarding type? >** 

**Enter destination: >** 

**Save?** ☒

Press the key. The lamp lights up.

Confirm.

Confirm. Display shows "Station variable forwarding".

Confirm. Display shows "Station fixed forwarding". If forwarding has been programmed the destination is displayed.

Start "Station fixed forwarding".

Enter the number of the forwarding destination. Any destination previously saved will be overwritten.

Confirm when the complete number has been entered.

#### Activating/deactivating station fixed forwarding

You can only activate station fixed forwarding if a destination number has been programmed.


Press the key. The lamp lights up.

Confirm.

Confirm. Display shows "Station variable forwarding".

Confirm. Display shows "Station fixed forwarding". If forwarding has been programmed the destination is displayed, whether forwarding is switched on or off.

Start "Station fixed forwarding".

 **Activate?** ☒


**Fixed forwarding on**

Select and confirm. Station fixed forwarding is activated.

Output in first line. The following display message appears in the idle menu:

Forward to  
for example, 2223 Klaus Meier (own number).

or

 **Deactivate?** ☒

**Fixed forwarding off**

Select and confirm. Station fixed forwarding is deactivated.

Output on first line display.

Step by Step

If station variable forwarding was previously programmed and activated, it is deactivated and the forwarding destination is deleted.

Deactivating station fixed forwarding in the idle menu

You can also deactivate station fixed forwarding in the idle menu.

Select and confirm. Station fixed forwarding is deactivated. The destination number is retained.

Activating and deactivating with call forwarding key

Activating

Press the key. The lamp lights up.

Deactivating

Press the key. The lamp goes out.

Deleting the destination for station fixed forwarding

You can delete the destination for fixed forwarding.

Press the key. The lamp lights up.

Confirm.

Confirm. Display shows "Station variable forwarding".

Confirm. Display shows "Station fixed forwarding" and the forwarding destination.

Display "fixed forwarding target".

Select and confirm. The forwarding destination is deleted. If station fixed forwarding was activated it is now switched off. If a forwarding key has been configured it is deactivated.

▶

Call forwarding off?

✓

Call forwarding

Call forwarding

program/service

Destinations?

✓

Call forwarding?

✓

Next forwarding type? >

✓

22805 Eric Brown>

✓

▶

Delete?

✓

Step by Step

Station variable forwarding

With station variable forwarding you can choose between 6 different types of call forwarding:

- Station variable unconditional/all forwarding
  - forwarding for internal calls only
  - forwarding for external calls only
  - forwarding for both internal and external calls
- Forwarding for busy (int/ext)
- Forwarding after no answer (int/ext)
- Forwarding for busy and ring no answer

The forwarding types are mutually exclusive except for forwarding for internal and forwarding for external. You can program a forwarding destination for both of the two exceptions and thus activate them both.


Example:

You had activated station variable forwarding. You now program and thus activate forwarding after timeout. Station variable forwarding is automatically deactivated and its forwarding destination is deleted.

Selection of a station variable forwarding type

Select the items Destinations and Forwarding in the Service Menu.

Press the key. The lamp lights up.

program/service 

**Destinations?** ☒

**Call forwarding?** ☒

Confirm.

Confirm.

**FWD-ALL-BOTH off**

**Next forwarding type? >** ☒

"Station variable forwarding" will be offered first.

Output on first line display.

Output on second line display.

Confirm to select the next forwarding type.

**Fixed forwarding off**

**Next forwarding type? >**

Output on first line display.

Output on second line display.

or

If you have already programmed a station fixed forwarding destination.

**Fixed forwarding off**

**22805 Eric Brown>**

Output on first line display.

Output on second line display.

Confirm to select the next station variable forwarding type

**FWD-ALL-INT off**

**Next forwarding type? >**

Output on first line display.

Output on second line display.

## Step by Step

**FWD-ALL-EXT off**


**Next forwarding type? >**

<input checked="" type="checkbox"/>	To select the next station variable forwarding type.
<b>FWD-ALL-EXT off</b>	Output on first line display.
<b>Next forwarding type? &gt;</b>	Output on second line display.

or

**FWD-ALL-EXT off**

**Enter destination: >**

	To edit the current station variable forwarding type.
<b>FWD-ALL-EXT off</b>	Output on first line display.
<b>Enter destination: &gt;</b>	Output on second line display.

program/service

**Destinations?** ☒

Call forwarding? ☒


Next forwarding type? > ☒


Next forwarding type? > ☒

Next forwarding type? >

**Next forwarding type? >**  Open a forwarding type, for example, "Forwarding for internal".

Enter destination: > ☒



 Enter the number of the forwarding destination. Any destination previously saved will be overwritten

Save? ☒

 **Save?** ☒ Confirm when the complete number has been entered.

To select a different forwarding type, proceed as described on → page 21.

If station variable forwarding was previously programmed and activated, it is deactivated and the forwarding destination is deleted (for exception, see → page 21). Station fixed forwarding is deactivated.

## Deleting a forwarding destination

A station variable forwarding destination is automatically deleted when the forwarding type is switched off.

## Step by Step

▶ **Var. call forw. on?** ☒



**Save?** ☒

program/service



**Destinations?** ☒

**Call forwarding?** ☒

**Next forwarding type? >** ☒

**Next forwarding type? >** ☒

**Next forwarding type? >** ▶

▶ **Deactivate?** ☒

**FWD-ALL-INT off**

### Activating station variable forwarding


Station variable forwarding is automatically activated when the forwarding destination is programmed.

Unconditional variable programming can also be activated in the idle menu.

Select and confirm while the phone is idle.

Enter the number of the destination.



If you enter a cross-system number, you must press  after entering the number.

Confirm. This also activates the forwarding facility.

### Deactivating station variable forwarding

You can deactivate all station variable forwarding types in the Service Menu.

Press the key. The lamp lights up.

Confirm.

Confirm. Display shows "Station variable forwarding".

Confirm. Display shows "Station fixed forwarding".

Confirm. Display shows "Forwarding for internal".

Open a forwarding type, for example, "Forwarding for internal".

Select and confirm. Station variable forwarding is deactivated and the forwarding destination is deleted.


Output on first line, for example, for "Forwarding for internal".

To select another station variable forwarding type, proceed as described on → page 21.

### Checking forwarding

To check up on the status of the forwarding types, proceed as described on → page 21. The status "ON" or "OFF" is shown in the first line. The forwarding destination is shown in the second line display if this station variable forwarding type is activated.

Step by Step

 **Call forwarding off?** ☒

Deactivating station variable forwarding in the idle menu

You can also deactivate the following station variable forwarding types in the idle menu:

- Station variable forwarding
- Forwarding for internal and for external

Select and confirm while the phone is idle. Forwarding is deactivated and the forwarding destination is deleted.

Using the callback function

If the telephone that you have called is busy or there is no answer, you can request a callback. This also applies to external calls via ISDN switching centers. This saves you having to dial the number repeatedly. You are then called back

- as soon as the other party terminates his or her call
- as soon as the other party makes and completes a call
- as soon as the other party checks his or her mailbox and responds to your callback request → page 36.

**Callback?** ☒

or

 **Callback?** ☒

Storing a callback request

**Precondition:** The internal called party is busy or there is no answer.



Confirm.

Select and confirm (if the other party has **programmed call forwarding**, you will be called back from the call forwarding destination).

Answering a callback request

**Precondition:** A callback request has been saved. The telephone rings. The Cancel Callback message informs you that this is a callback.

Lift the handset. You hear ringing tone.

or  **Speaker** 

Press the key. The lamp lights up. You hear ringing tone. You are in speakerphone mode (not available with optiPoint 410 economy).



## Step by Step

Cancel callback?



or



Display callback?



Next callback?



Delete?



program/service



### Rejecting a callback request

The telephone rings. The Cancel Callback message informs you that this is a callback.

Confirm.

Let the telephone ring four times; do not answer the call.

### Checking/cancelling saved callback requests

**Precondition:** You have saved callback requests.

Select and confirm.

The oldest entry is displayed first.

Select and confirm to view further entries.

#### Canceling an entry that is displayed:

Select and confirm.

#### Ending:

Press the key. The lamp goes out.

Step by Step

Saving Repertory Dialing Numbers on a Key

Store/process on destination dial number

There are many use examples for using the linking of code and PIN numbers with call numbers or codes and destination call numbers. For instance:

- Direct talk with destination
- Call number dialling with pause
- Press the automatic call-back with destination call number.



Press key. The lamp lights up.



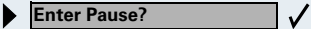
Press the desired destination dial key to use the key module of the second level in the optPoint, and press "Shift" beforehand.

The current key assignment is displayed. "Enter new number" appears in the second line.

Enter the number with pause (example)



Enter the number



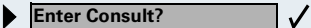
Select and confirm. A "P" appears in the display.



Enter more numbers

or


Or enter number with automatic call-back (Example)



Select and confirm. "RF" appears in the display.



Add destination call number

 If you press this key when a call is in progress, a call-back operation is executed immediately. The first caller waits and the number of the stored destination party is dialled.

or

just delete the existing number



Select and confirm. The number is deleted.

Store entry



Select and confirm. Your entries are saved.

or

If you have mistyped the entry:

## Step by Step

►  ✓

Select, confirm and enter the sequence again.

►  ✓

### Quit function without change

Select and confirm. The function is aborted without any change.



You can dial the saved telephone number or sequences by pressing a single key → page 28. The maximum number of characters in the destination dial key is 22.

Note: The length of a pause is 3 characters.

Label the keys that have already been assigned → page 97.

## Storing a number for redialing

**Precondition:** Your telephone is programmed for "Saved number redial" **not** "Last number redial".

### Storing a caller's number or a number that has been dialed

You are still on the phone with someone you have called or someone has called you and whose number appeared on your display.



Press the key. "Saved" is displayed.




Press the key. The lamp goes out.

or 

Replace the handset.

### Storing any number

**Precondition:** Your telephone is in the idle state or you are conducting a call and the other party informs you of a number that you would like to save.



Press the key.



Press the key.

☒

Confirm.



Enter the number.

☒

Confirm.



You can dial the saved telephone number at the push of a button → page 15.

### Step by Step



### Dialing with repertory keys

**Precondition:** You have saved a number on a repertory dialing key → page 26.

Press the key with the saved number.  
If the number is on the second level, press the shift key beforehand.

### The other party answers:



or

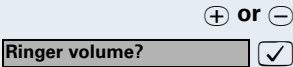
Lift the handset.

With the handset on-hook: speakerphone (not available with optiPoint 410 economy).

Step by Step

## Telephone settings

### Adjusting the ringer volume



**+** or **-**

Press one of the keys when the telephone is idle.

Confirm.

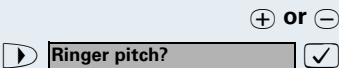
**+** or **-**

To increase/decrease the volume: keep pressing the keys until the desired volume level has been reached.



Save.

### Adjusting the ringer pitch



**+** or **-**

Press one of the keys when the telephone is idle.

Select and confirm.

**+** or **-**

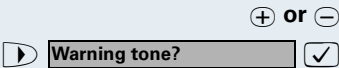
Changing the pitch: keep pressing the keys until the desired pitch has been reached.



Save.

### Setting the volume of the alerting tone

You hear the alerting tone, for example, when you receive a second call during a call in progress or when a call has not been taken by any member of your pickup group.



**+** or **-**

Press one of the keys when the telephone is idle.

Select and confirm.

**+** or **-**


To increase/decrease the volume: keep pressing the keys until the required volume level has been reached.



Save.

Step by Step

Adapting the speakerphone function to the acoustics of your room

 This function is not available with optiPoint 410 economy.

To improve the clarity of voice transmission during speakerphone conversations, you can adapt the microphone sensitivity of your telephone to suit the acoustics of your room ("normal room"/"reverberating room"/"soundproofed room").

▶

Hands-free mode?

+

or

-

✓

▶

Speakerphone mode?

+

or

-

✓

▶

Display contrast? >

+

or

-

✓

- Press one of the keys when the telephone is idle.
- Select and confirm.
- Select and confirm (used in US).
- Select the type of room (acoustics). Keep pressing the keys until the required setting is displayed.
- Save.

Adjusting the angle of the display

By swivelling the display unit, you can adjust it so that you can read the displays clearly from your normal sitting position.

Adjusting the display contrast

The display has four contrast levels that you can set according to your light conditions.

▶

Display contrast? >

+

or

-

✓

▶

Display contrast? >

+

or

-

✓

- Press one of the keys while the phone is idle.
- Select and confirm.
- Change the display contrast. Press the key repeatedly until the desired level is obtained
- Save.

## Step by Step

### Selecting the language for user prompts (displays)

Your HiPath 4000 system can be configured for up to five different languages. The first language programmed is the default. If your telephone has a language key, you can program a different language. The period of time for which the other language remains active depends on the language option that has been configured. There are two possibilities:

- **Static language option**  
The language remains programmed until you select a different language.
- **Temporary language option**  
The language remains programmed until the end of the next call, after which the system reverts to the default language.

#### Selecting a language:



Press the key. The language selected appears on the display for five seconds and is then set. Keep pressing the key if you wish to select a different language.



This user guide can be ordered in other languages (not used in US) → page 97.

Step by Step

# Making Calls – Convenience Functions

## Answering Calls

### Group call and pickup

If a member of a pickup group does not answer a call within 15 seconds (depending on the system), the other members of the team hear an alerting tone.

#### Telephone in the idle state:

The telephone rings. The display shows: "Call for...".

Lift the handset and press the call pickup key. You have now taken over the call.

Press the call pickup key only.  
You are in the speakerphone mode (not available with optiPoint 410 economy).

#### In the course of a call:

Press the call pickup key.  
The first party waits while you are connected to the waiting party → page 80.

#### Ending the waiting call – back to the first:

Press the key.

### Picking up a specific call

You hear another telephone ring and you know its station number or a colleague asks you (verbally) to pick up a call for a specific telephone.

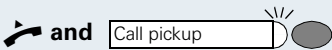
If you do not know the number, you can have it displayed → page 33.

Lift the handset.

Select and confirm.

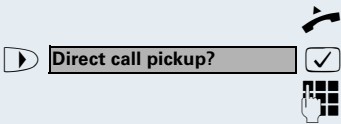
Enter the station number of the telephone for which you wish to (or have been requested to) pick up the call. In this way you pick up the call.

Step by Step



and

or





## Step by Step

### Having the number of the called station displayed

If the number of the station for which you (as a member of a call pickup group) wish to pick up a call does not appear on the display, you can enter the code for "Display on request" after lifting the handset. If you are not sure of this feature access code, ask the service personnel:



Lift the handset.

Enter the code!

After the code has been entered, the station number of the telephone that has been called is displayed.

### Taking a call in a hunt group

Calls are distributed to any idle member of a hunt group.

Your telephone rings.



Lift the handset.

### Incoming call on loudspeaker (speaker call 2-way)

A colleague addresses you directly over the speaker. The speakerphone mode is automatically activated.

Answering via speakerphone is immediately possible.



This function is not available with optiPoint 410 economy.

or



Lift the handset and reply.



You can address the colleague directly  
→ page 37.

Step by Step

program/service

2

del

3

or

▶

Feature settings?

✓

▶

Voice call protect?

✓

and

Activate?

✓

or

Deactivate?

✓

Activating/deactivating stop voice calling

You can prevent other persons from making direct calls to you. Any attempt to address you directly via the loud-speaker will be changed to a normal call.

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Select and confirm.

Confirm.

Dialing/Making Calls

Using a call list (missed calls)

If you are unable to take an external and/or an internal call, this call request is saved in a call log. Your telephone can also be configured so that answered calls are entered in this call log. Your telephone saves the last 6 outgoing and the last 12 incoming calls in chronological order. Each call is assigned a time stamp. The display begins with the most recent (unanswered) entry in the log. If several calls are received from the same user, a new entry is not made for each call; instead, the time stamp is updated for this caller.

Viewing the call log

**Precondition:** Your service personnel has configured a call log for your telephone.

Press the key. The lamp lights up.

Enter the service code for incoming calls.

Enter the service code for outgoing calls.

Confirm.

Select and confirm.

Confirm.

Select and confirm.

program/service

1

del

8

1

or

1

del

8

2

or

Destinations?

✓

▶

Call log?

✓

Incoming calls?

✓

or

▶

Outgoing calls?

✓

## Step by Step

32456 Hardy G.  
Busy 25.10. 15.30 >

▶ Next call? ☒

program/service ☐

▶ Output? ☒

▶ Delete? ☒

program/service ☐

**3**

or

▶ Use speed dialing? ☒

and

**0** ... **9**

### The first call in the call log is displayed:

User

Date and time of the entry and reason for the entry. The display begins with the most recent (unanswered) call. If the party has called more than once, the number of times this party called is displayed.

### Displaying further calls from the list:

Select and confirm.

### Ending call log viewing:

Press the key. The lamp goes out.

### Dialing a number from the call log

**Precondition:** You view the call log; the desired call is displayed.

Select and confirm.

The user is called.

### Deleting an entry from the call log

**Precondition:** You view the call log; the desired call is displayed.

Select and confirm.

## Speed-dial

### Dialing with individual speed dialing numbers

**Precondition:** You have saved individual speed dialing numbers → page 65.

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Enter the speed dialing number.



This can be also "00 to 19" or "00 to 29" for 20 or 30 individual speed numbers. These are referred to as individual speed indexes.

Step by Step



or

The other party answers:

Lift the handset.  
With the handset on-hook: speakerphone (not available with optiPoint 410 economy).

Dialing with system speed dialing numbers

You will be supplied with a copy of the system (central) speed dialing directory by your service personnel or you will find it in the inhouse telephone directory or on your PC.  
After selecting a speed dialing number, which is the saved system prefix of another telecommunications system, you can immediately suffix-dial the station number you require.

Using the mailbox

Callers who dialed your number during your absence can leave a reminder message in your mailbox.  
You will also find mail server voice/fax messages in your mailbox (if this facility is available).

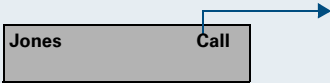


Retrieval from mailbox

The lamp is lit if there are new entries in the mailbox. Press the key.  
The first entry is displayed. Keep pressing the mailbox key to see the other messages.

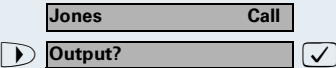
Meaning of the display:

Call = callback request, for example, from Mr. Jones



Answering a callback request

The callback request is displayed.  
Select and confirm.  
The user is called.



Deleting mailbox entries

The required entry is displayed.  
Select and confirm.



## Step by Step



You cannot delete (new) voice messages that you have not played back entirely. You can jump to the end of a message by entering 66. This designates the message as "old", thereby making it deletable.



### Terminating mailbox retrieval:

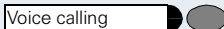
Press the key. The lamp goes out.  
Entries remain in the mailbox until you delete them.

### Using the mailbox function (optional)

Users with a mailbox (HiPath Xpressions) can use it by calling the messaging extension, for example, set up call forwarding types and check available messages. Spoken user prompting directs you to all available functions. If call forwarding is active, the messaging extension is shown on the display. Information on call forwarding can be found on → page 34.

### Direct call to a colleague via loudspeaker (voice calling)

You can make a direct call to an internal HiPath 4000 user via the loudspeaker in his or her telephone. You can use the functions under "HiPath 4000 as an intercommunication system" → page 52.



or

**Precondition:** Your telephone has a "voice calling" key.

Press the key.

Enter the number.

Wait for voice calling tone.

Lift the handset and speak to the other party.

If the handset is on-hook: handsfree conversing.



If the called party has activated the stop voice calling facility → page 34, he or she receives voice calling as a normal call.

Step by Step

During a Call

Using the call waiting function

When you are expecting an important call, you should activate the call waiting function. A waiting call is signaled to you if you are on the phone. You can then either accept or disregard the waiting call.

Activating/deactivating call waiting

program/service

2

1

or

▶

Feature settings?

☒

▶

Camp-on?

☒

and

Activate?

☒

Deactivate?

☒

Press the key. The lamp lights up.  
Enter the service code.

Select and confirm.  
Select and confirm.

Confirm.

Call pickup

You hear the alerting tone. The lamp flashes.  
The caller hears ringing tone as though you were free.  
Press the key. You are connected to the second caller.  
The first party is placed on hold.

Disconnect

or

Press the key.  
Replace the handset and lift it again.

Answering the waiting call

**Precondition:** You are on the phone. Call waiting is activated.

Ending the waiting call, retrieving the first call:

## Step by Step

### Using the switchover button

The switchover button that must be configured by your system administrator can be used for the following functions:

- consultation (return to the call being held or the conference being held)
- toggling
- accepting a waiting call
- accepting a group call

### Waiting call

You hear a call-waiting tone. Information about the call appears in the display.



Press the flashing key to accept the waiting call. The lamp is on.

### Toggling

You are connected to two users. One user is waiting. The switchover lamp is on.



Press the key to switch over to the other user. The first user waits.

### Consultation

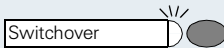
You call a second user. The second user does not answer.



Press the key to return to the waiting user or the waiting conference.

### Group call

You are connected to a single user. A group call is signalled. Information about the group call appears in the display.



Press the flashing key to accept the group call. The first user is placed on hold. The lamp is on.

Step by Step

Eric Brown  
Return to held call?

Re-indication

3724 Ana Jackson  
Purchasing

Eric Brown  
Return to held call?

Re-indication

During an internal or external waiting call or consultation, you can have information about the first call - call number or subscriber name - shown briefly in the display. Your service personnel must install a key for re-indication beforehand. The display can be assigned for terminal devices with or without line keys.

During a waiting call or consultation.

Display the current subscriber.

Press key.

Briefly: Information about the waiting subscriber.

The display for the current subscriber then reappears.

Re-indication mode cannot be obtained:

- While you are parking a call (group parking).
- During camp-on.
- While you are in a conference.

Group park and retrieval of call

You can park a call within the call pickup group on one telephone and then continue it at a different telephone.

Parking the call:

Call park

Press the key. The key flashes at all telephones in the team.

Replace the handset.

Retrieving the call:

Call park

Press the flashing key. Continue the call.



**Step by Step****Station controlled conference**

In a station controlled conference you can include up to 8 internal and external users. Users with system telephones can execute or use all of the following functions. ISDN telephones and external users are passive users - they can only be included in an existing conference.

You can include users and conferences from a distant system in your conference. The distant users can set up and extend their own conference. The members of this conference are included in your conference. But they cannot execute or use the functions of your conference.

The following functions are supported for all conference members (except members of an included conference) with a system telephone:

- Setting up a conference when calling a user or receiving a call or making a consultation call or receiving a second call.
- Accepting a waiting call and including the caller in the conference.
- Toggling between the conference and a consultation call or waiting call.
- Holding a consultation call during a conference and adding it to the conference.
- Interconnecting conference members from two independent conferences via a distant network.
- Putting the conference on hold, if line keys are installed.
- Receiving overview of all conference members.
- Transferring the conference to a new user.

The functions listed above can be carried out by all conference members at the same time.

Step by Step

Setting up a conference

You can set up a conference from any of the following types of connection:

- single call
- consultation call
- waiting call

Starting a conference from a single call

You want to set up a conference.

You receive a call.

or



You call another user.

Select and confirm.



Call the second user.

Announce that a conference is to be set up.

Confirm.

You will receive the message "1 is your position".

This question will then be displayed.

Setting up a conference from a consultation call

You are connected to one user and call a second user.

Confirm.

Call the second user. The second user answers, you announce the conference.

Select and confirm.

You will receive the message "1 is your position".

Setting up a conference from a waiting call

You are connected to one user and receive another call.

An alerting tone is audible. The lamp flashes. Press the key. You are connected to the waiting caller. The other party is placed on hold.

Select and confirm.

You will receive the message "1 is your position". All members are interconnected in a conference circuit.

▶ Start conference? ☒

Conference? ☒

Conf.1-2-3  
Add on to conference?

Consultation? ☒

▶ Conference? ☒



▶ Conference? ☒

## Step by Step

Add on to conference?



Conference?



Return to conference?



Consultation?



Conference?



or



Toggle/Connect?



Toggle?



or



Release and return?



### Expanding the conference

Any member of the system conference can expand the conference by

- calling another user and adding this person to the conference
- adding a user to the conference from a consultation call
- accepting a waiting call and adding the caller to the conference.

### Calling and adding another user

You intend to call another user and to add this person to the conference.

Select and confirm.

Call the new user.

Announce the conference.

Confirm.

The user is added to the conference.

### If the new user does not answer:

Confirm.

### Expanding the conference from a consultation call

You wish to make a consultation call during the conference.

Select and confirm. The conference is placed on hold.

Call a user. Make the consultation call.

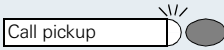
Select and confirm to add the user from the consultation call to the conference.

Select and confirm.

Select and confirm (used in US).

Select and confirm to release the consultation call and return to the conference.

Step by Step



▶ **Conference?** ☒

or

▶ **Toggle/Connect?** ☒

▶ **Toggle?** ☒

or

▶ **Release and return?** ☒

Accepting a waiting call and adding it to the conference

If you receive a waiting call during the conference (call waiting function is activated), you can add this user to the conference.

An alerting tone is audible. The lamp flashes. Press the key. You are connected to the waiting caller. The conference is placed on hold.

Select and confirm to add the waiting caller to the conference.

Select and confirm.

Select and confirm (used in US).

Select and confirm to release the waiting call and return to the conference.

Transferring the conference

Any member can transfer the conference to a nonmember called using the consultation or expand conference functions. The new user is not yet a member of the conference. The conference cannot be transferred to a caller whose call is answered by a member using the Call Waiting function.

You are taking part in a conference.

▶ **Consultation?** ☒



or

**Add on to conference?** ☒



Select and confirm. The conference is placed on hold.

Call a user.

Select and confirm.

Call a user.

Announce that you are transferring the conference.

▶ **Transfer conference?** ☒



Select and confirm.

You are disconnected from the conference.

Replace the handset.

## Step by Step

### During the conference

You are taking part in a conference with 3 to 8 members and you wish to know about the other members or to disconnect a member.

#### Viewing member information

Select and confirm.

The display shows the name and call number of the other member with lowest member number.

Confirm to display the next member.

Select and confirm to end the display.

Select and confirm to disconnect this member from the conference. If there were only three members, the conference is now ended and the call continues as a two-party call.

#### Disconnecting the last member added

You wish to disconnect the last member added to the conference.

Select and confirm. The last member added is disconnected. If there were only three members, the conference is now ended.

#### Putting the conference on hold

If line keys are installed → page 75 you can put the conference on hold and make a call on another line.

Press line key.

Select and confirm.

The conference will be put on hold. The following message is displayed: 1st line: "Conference", 2nd line: "On hold".

Press the line key on which the conference is being held - you are reconnected to the conference.

▶ View members? > ☒

No. member No. 1  
Next conference party? >

Next conference party? > ☒

or

▶ Stop viewing? > ☒

or

▶ Release party? > ☒

▶ Remove last party? > ☒

Line  ☐

or

▶ Hold? ☒

Line  ☐

Step by Step

program/service

8

1

or

▶

More features?


✓

▶

DTMF suffix dialing?

✓


Entering commands with tone dialing (DTMF suffix dialing)

 This feature is not applicable for UK and other countries using tone dialing (default).

**After dialing a number**, you can set tone dialing to activate equipment - such as an answering machine or an automatic information or switching system - by dialing commands in DTMF mode (DTMF = **d**ual-**t**one **m**ultifrequency dialing).

- Press the key. The lamp lights up.
- Enter the service code.
- Select and confirm.
- Select and confirm.

You can now enter commands with keys 0 to 9, the star key and the pound key.

 DTMF mode is deactivated as soon as the connection is cleared down.

The "DTMF suffix dialing" display may appear after you enter the number, depending on the PBX configuration. You can then proceed to enter commands as soon as you have dialed a number.

## Step by Step

### System-wide parking

On the HiPath 4000, you can park up to 10 internal and/or external calls and take them at another telephone. There are two ways of parking a call:


- Automatic parking
- Manual parking

Parking is **not** possible if:

- All park positions are occupied
- The park position you want is occupied
- The subscriber is the operator
- The call is a consultation call
- The call is a conference call

### Parking a call automatically and taking it at a later date

You can automatically park a call to your telephone in a free parking position and take it at your telephone or another telephone.

System parking 

#### Parking

Press key (must be installed).


The first free parking position number is seized and indicated in the display. The call is parked.



Also, you can initially place the call "on hold" by confirming "consultation" and then parking the call.



Replace the handset.

System parking 

**0** ... **9**

#### Taking a parked call

Press key.

Enter the parking position number of the parked call and continue the call.

Step by Step

Parking a call manually and then taking it at a later date

You can manually park a call to your telephone at a free parking position and take it at your telephone or another telephone at a later date. This function can also be used with telephones that do not have a display.

Parking via the keypad

Confirm.

Enter the system code for system parking (if you have any problems ask the service personnel).

Enter and note a parking position number (0 to 9).

The call has been parked.

Replace the handset.

Parking via a repertory key

The system code for "system parking" + a parking number or only the system code for "system parking" is programmed on a repertory key → page 65.

Confirm.

Press programmed repertory key.

or

Press programmed repertory key.

Enter and note a parking position number (0 to 9).

The call has been parked.

Replace the handset.

Parking via "system parking" (only telephones without a display)

Press key (must be installed).

Enter and note a parking position number (0 to 9).

The call has been parked.

Replace the handset.

Consultation? ☒



Enter the code!

0 ... 9



Consultation? ☒



or



0 ... 9



System parking

0 ... 9

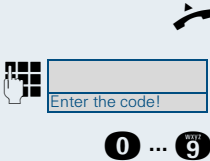




## Step by Step

### Taking a parked call

#### Via the keypad



Lift the handset or use the speakerphone function (not available with optiPoint 410 economy).

Enter the system code for "system parking" (if you have any problems ask the service personnel).

Enter the parking position number (0 to 9) you have noted and continue the call.

#### Via the repertory key



Lift the handset or use the speakerphone function (not available with optiPoint 410 economy).

Press the repertory key programmed with the system code + parking position number and continue call.

or

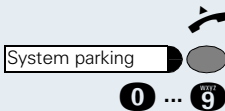


Press the repertory key programmed with the system code.



Enter the parking position number (0 to 9) you have noted and continue call.

#### Via "system parking" (only for telephones with no display)



Lift the handset.

Press key (must be installed).

Enter the parking position number (0 to 9) you have noted and continue call.

Step by Step

Parking is not possible

If all the parking positions or the selected parking position are occupied, or there is some other reason why parking is not possible, an acoustic warning and a visual warning are output.

Automatic parking

If all the parking positions are occupied, a display message indicating that all the parking positions are occupied is output, as is a continuous tone.

Return to held call? ☒

or



Replace the handset. The held call is recalled.

Manual parking

If the parking position you want is occupied, a display message and the busy tone are output.

Return to held call? ☒

or



Replace the handset. The held call is recalled.

## Step by Step



## If You Cannot Reach a Destination

### Camping on a colleague's call

**Precondition:** The internal party whom you have called is busy. You need to contact this person urgently.

Select, confirm and wait briefly.

Your colleague hears the call waiting tone. The call pick-up key flashes on his or her telephone. If his or her telephone has a display, your name and/or number is indicated.



To camp on, you must have the appropriate class of service.

Camp-on is not possible if the called party is protected by the camp-on security function.

### Overriding a colleague's call (intrude)

**Precondition:** The station user whom you have called is busy. You need to contact this colleague urgently.

Select and confirm.

Both the colleague and the other party hear an alerting tone.

You can speak immediately.



To override, you must have the appropriate class of service.

Override is not possible if the called party is protected by the Privacy function.

### Step by Step

## Using HiPath 4000 as an intercommunication system

You can voice call an internal HiPath 4000 user via the loudspeaker in his or her telephone to set up a connection. You can also initiate voice calling from consultation. The following functions are available:

- System-wide voice calling
  - to a variable destination
  - to a fixed destination
- Voice calling in a group
  - to a variable destination
  - to a fixed destination
- Two-way voice calling within a group
  - to a variable destination
  - to a fixed destination
- Announcement to all members of a line group

You can abort voice calling or the announcement by replacing the handset or pressing the line key or by picking up the call on hold during consultation.



For all functions ensure that the **voice calling protection** for the telephones in question has been **de-activat** → page 34. As far as telephones with no display, e. g. optiPoint 500 entry, are concerned, the voice call protection is de-activated via a key that has been installed.

If a user is voice called and his or her voice-call protection has been activated, voice calling is ignored and a normal call is put through instead

## Step by Step

### System-wide voice calling

From your telephone, you can voice call any internal user whose telephone provides the speakerphone function (not available with optiPoint 410 economy) or has a loudspeaker.

### Voice calling to a variable destination

A destination subscriber is voice called via his internal call number.



or



Enter the code!



or



and



Lift the handset.

with the handset cradled: Hands-free talking.

Enter the system code for "voice calling" and

the user's internal call number

Press the "voice calling" key (must be installed)

enter the user's internal call number.

A connection is immediately made to the destination loudspeaker if

- there is no busy condition
- the handset is cradled
- and voice-calling protection has not been activated

The calling party receives a confirmation tone when the connection has been set up and he or she can commence talking.

The called party can accept the voice call by lifting the handset.

If the called party presses the loudspeaker key or the line key (if installed), the connection is aborted.



The number of voice calls that can be implemented is the same as the possible number of normal connections.

Step by Step

Voice calling to a fixed destination

The system code-number for "voice calling" + the destination call number is programmed onto a repertory key → page 65.



Press the programmed repertory key. A connection to the destination loudspeaker is immediately set up.

The other functions are the same as those for "Voice calling to a variable destination" on page 53.

Voice calling in a group

A normal connection within a group or team (for team call = speed-calling number for team members 0 to 9 or 00 to 99) can also be set up via Voice calling. To do this, voice calling is initiated from a group telephone.

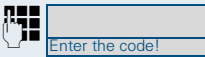


The "voice calling in the group" function is line-independent - anyone can voice call anyone else.

Voice calling to a variable destination



or



or



and



Lift the handset.

With the handset cradled: Handsfree talking (not available with optiPoint 410 economy).

Enter the system code-number for "voice calling in the group" and

the speed calling code for the group member in question.

Press the key for "voice calling in the group" (must be installed)

the speed calling code for the group member in question.

## Step by Step

A connection to the destination loudspeaker is set up immediately, if

- there is no busy condition
- the handset is cradled
- and voice-calling protection has not been activated

The called party accepts the voice call by lifting the handset.

If the called party presses the loudspeaker key or the line key (if installed), the connection is aborted.

### Voice calling to a fixed destination (using repertory key)

The system code-number for "voice calling in the group" + the speed-calling code for the group member in question is stored on the repertory key → page 65.



Press the programmed repertory key.

A connection is immediately set up to the destination loudspeaker.

The called party can accept the voice call by lifting the handset.

If the called party presses the loudspeaker key or the line key (if installed), the connection is aborted.

### Two-way voice calling to a variable destination

With two-way voice calling within a group the destination loudspeaker and microphone are automatically activated.



Lift the handset.

or

if the handset is cradled: Handsfree talking (not available with optiPoint 410 economy).



Enter the code!

Enter the system code-number for "two-way voice calling in a group" and



the speed dialing code for the group member in question

or



Press the key for "two-way voice calling in a group" (must be installed)

and



enter the speed dialing code for the group member in question.

Step by Step

The destination telephone's loudspeaker and microphone are automatically activated. .

Two-way voice calling to a fixed destination (on repertory key)

The system code-number for "two-way voice calling in a group" + the speed calling code for the group destination in question are stored on the repertory key → page 65.



Press the programmed repertory key.  
The destination telephone's loudspeaker and microphone are automatically activated.

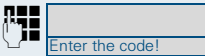
Announcement to all members of a line group

Using this function, you can make a simultaneous announcement to all members (10 to 40) of a line group.

After you have set up the group call, you will receive a confirmation tone which tells you that you can start your announcement.



or



or



and



Lift the handset.  
With the handset cradled: Handsfree talking (not available with optiPoint 410 economy).  
Enter the system code-number for "announcements" and  
the internal call number of a group member.

Press the "announcement" key (must be installed)  
enter the internal call number of a group member.

The loudspeakers of all group telephones are automatically activated and you will hear a confirmation tone. You can now start your announcement.

End your announcement by replacing the handset or pressing a line key.

If a group member lifts a handset, he or she is connected to you and the announcement is terminated.



## Step by Step

If a group member presses the loudspeaker key or the relevant line key for the announcement, he or she is disconnected from the announcement. If the last remaining member of the group presses the loudspeaker key or the line key, the announcement is terminated.

## Using call forwarding

### Activating and deactivating forwarding using features settings

If a forwarding destination has been programmed for station fixed forwarding, you can use features settings to activate and deactivate the forwarding facility. If station variable forwarding is activated, it can only be deactivated with the switch.

program/service

▶ Feature settings?

✓

▶ Call forwarding?

✓

▶ Activate?

✓

or

▶ Deactivate?

✓

Press the key. The lamp lights up.

Select and confirm.

Select and confirm.

Confirm.

Confirm. This deletes any destination number programmed for station variable forwarding.

### System call forwarding

Forwarding of internal or external calls can be routed independently to unique destinations for each forward type:

- unconditionally all calls
- when the line is busy
- when the call is not answered

Unconditional call forwarding should only be used if the line is for outgoing calls only (for example, on an elevator).

If you have set up station fixed or station variable call forwarding, and if the manually programmed forwarding destinations are not obtainable (for example, because they are busy), then calls are automatically forwarded to the system forwarding destinations.

Step by Step

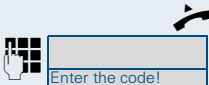
Call forwarding via code numbers

The following call-forwarding modes can be set up via codes:

Call-forwarding mode	Code (example)
Programming and activating fixed call-forwarding	*51
Activating fixed call-forwarding	*41
Clearing (and de-activating) fixed call-forwarding	#51
De-activating fixed call-forwarding	#41
Programming and activating unconditional, variable call-forwarding	*42
Programming and activating variable call-forwarding for internal calls	*44
Programming and activating variable call-forwarding for external calls	*43
Programming and activating variable call-forwarding on busy	*45
Programming and activating timed, variable call-forwarding	*46
Programming and activating variable call-forwarding (on busy/timed)	*47
De-activating variable and fixed call-forwarding	#41
De-activating variable call-forwarding for internal calls	#44
De-activating variable call-forwarding for external calls	#43
Activating system call-forwarding	*90
De-activating system call-forwarding	#90

See → page 18 for the display messages that occur when call-forwarding is activated/de-activated.

## Step by Step



### Programming and activating call-forwarding

Lift the handset.

Enter a code number, say \*51, (ask the service personnel). You will hear the dialing tone.



Enter the number of the destination.

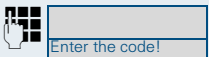


Enter the terminating character. You should hear a confirmation tone, call forwarding has then been activated.



Replace the handset.

### Activating fixed call-forwarding



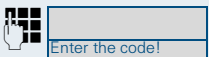
Lift the handset.

Enter a code number, say \*41, (ask the service personnel). You should hear a confirmation tone.



Replace the handset.

### Deactivate call-forwarding



Lift the handset.

Enter a code number, say #41, (ask the service personnel). You should hear a confirmation tone.

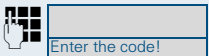


Replace the handset.

## Call-forwarding via call-forwarding key

You can use the call-forwarding key for fixed call forwarding. When programming the forwarding destination, call forwarding is activated when you enter the number of the destination. You can then use the key to switch call forwarding on and off.

### Programming and activating fixed call forwarding



Lift the handset.

Enter a code number, say \*51, (ask the service personnel).



Enter the number of the destination.

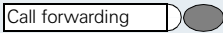


Enter the terminating character. You should hear a confirmation tone - call-forwarding has then been activated.



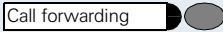
Replace the handset.

Step by Step



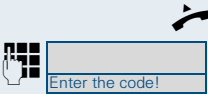
Switching off fixed call forwarding

Press the key. The lamp goes out, call forwarding is switched off.



Switching fixed call forwarding on again

Press the key. The lamp lights up and call forwarding is switched on again (the forwarding destination must be programmed).



Clearing fixed call forwarding

Lift the handset.

Enter a code number, say #51, (ask the service personnel). You will hear a confirmation tone, call forwarding is cleared.



Replace the handset.

## Step by Step

### Delayed call-forwarding

Installed for the whole system by the service personnel.

**Requirements:** Waiting call must be installed  
→ page 38.




If you have activated "call-forwarding on busy / timed" or "timed call-forwarding" on your telephone → page 21, you will automatically obtain a camp-on busy tone if there is a waiting call and information about the calling party is shown in the display. This gives you the opportunity to take the call before it is forwarded (say you are waiting for an urgent call).

A calling party hears the ringing tone and is only forwarded to another telephone when the time that has been set elapses.

### Forwarding calls for a different terminal

You can save, activate, check and deactivate call forwarding for another telephone, fax machine or PC from your own telephone. To do so, you need to know the PIN for this terminal or you must have the "Call forwarding for remote terminal" class of service. The service personnel can help you in both cases.

### Storing a destination for another telephone/activating call forwarding

	program/service	
	Destinations?	<input checked="" type="checkbox"/>
▶	Forward station no.?	<input checked="" type="checkbox"/>
▶	Forwarding station No.?	<input checked="" type="checkbox"/>
	Variable call forw.?	<input checked="" type="checkbox"/>
		
	Finished?	<input checked="" type="checkbox"/>
	Completed?	<input checked="" type="checkbox"/>
		
	Finished?	<input checked="" type="checkbox"/>

Press the key. The lamp lights up.

Confirm.

Select and confirm.

Select and confirm (used in US).

Confirm.

Enter the number of the other telephone.

Confirm.

Confirm (used in US).

Enter the PIN  
(only if your own station does not have the "Call forwarding for remote terminal" class of service).

Confirm.

Step by Step

Completed?

Save?

program/service

Destinations?

Forward station no.?

Forward other?

Finished?

Finished?

Save?

Confirm (used in US).

Enter the number of the destination.

Confirm.  
Call forwarding is activated immediately.

### Storing a destination for fax, PC or busy/activating call forwarding

Press the key. The lamp lights up.

Confirm.

Select and confirm.

Select and confirm.

Enter the code for the type of call forwarding required. The codes are defined by the service personnel. You can enter your call forwarding codes in the following table:

example

Call forwarding for fax:	*43
Call forwarding for PC:	*42
Call forwarding for busy:	*49

Enter the number of the other terminal.

Confirm.


Enter the PIN  
(only if your own station does not have the "Call forwarding for remote terminal" class of service).

Confirm.

Enter the number of the destination.

Confirm.  
Call forwarding is activated.



## Step by Step

program/service 

▶ **Feature settings?** ☒



▶ **Forward station no.?** ☒

**Variable call forw.?** ☒

**Finished?** ☒

**Completed?** ☒

**Finished?** ☒

**Completed?** ☒

**Deactivate?** ☒

**or**

▶ **Interrogate?** ☒

▶ **Display?** ☒

## Checking/deactivating call forwarding for another telephone

Press the key. The lamp lights up.

Select and confirm.

Select and confirm.

Confirm.

Enter the number of the other telephone.

Confirm.

Confirm (US).

Enter the PIN

(only if your own station does not have the "Call forwarding for remote terminal" class of service).

Confirm.

Confirm (US).

### To deactivate:

Confirm.

### To check:

Select and confirm.

Select and confirm (used in US).



Example of display:

**3428----->8968**

This means: calls for station 3428 are redirected to station 8968.

Step by Step

▶

program/service

▶

Feature settings?

✓

▶

Forward station no.?

✓

▶

Forward other?

✓

Checking/deactivating call forwarding for fax, PC or busy

- Press the key. The lamp lights up.
- Select and confirm.
- Select and confirm.
- Select and confirm.



Enter the code for the type of call forwarding required. The codes are defined by the service personnel. You can enter your call forwarding codes in the following table:

example

Interrogating forwarding for fax:	
Interrogating forwarding for PC:	
Interrogating forwarding for busy:	
Deactivating forwarding for fax:	#43
Deactivating forwarding for PC:	#42
Deactivating forwarding for busy:	#49

Finished?

✓

Finished?

✓

Deactivate?

✓

or

▶

Interrogate?

✓



- Enter the number of the other terminal.
- Confirm.



- Enter the PIN (only if your own station does not have the "Call forwarding for remote terminal" class of service).

Confirm.

To deactivate:

Confirm.

To check:

- Select and confirm. (Example of display → page 63).

Changing call forwarding for another terminal

The procedure is exactly the same as for Save/Activate: for another telephone → page 61, for fax, PC or busy: → page 62.



Step by Step

# Saving Functions and Appointments

## Saving individual speed dialing numbers

You can save a number on each of digit keys 0 to 9 and then dial these numbers at the push of a button  
→ page 35.



This can be also "00 to 19" or "00 to 29" for 20 or 30 individual speed numbers. These are referred to as individual speed indexes.

program/service

Destinations?

✓

▶ Speed dialing?

✓

▶ Speed dialing features?

✓

New entry?

✓

Save?

✓

Press the key. The lamp lights up.

Confirm.

Select and confirm.

Select and confirm (used in US).

Enter a specific speed dialing number (0 to 9 or 00 to 19 or 00 to 29).

If this digit has already been assigned a telephone number, this number is shown on the display.

Confirm.

Enter the number.

For external numbers, enter the access code and then the telephone number.

Confirm.

program/service

4

or

▶ Key function?

✓

and

Change?

✓

▶ New function:

✓

Save?

✓

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Press the programmable function key. Keyset-configuration is displayed.

Confirm.

Select and confirm one of the system functions prompted.

Confirm.

Step by Step

Keys that have been preprogrammed by the service personnel cannot be changed. Then "Return?" is shown.

You can now activate the function directly by pressing the key. For functions, such as call waiting, that can be alternately activated/deactivated, you activate the function when you press the key and subsequently deactivate it when you press the key again. The key's lamp is lit when the function is active.

Appointments Function

You can program a timed reminder on your telephone to remind yourself of an important meeting or appointment, for example → page 67. You must save the exact time at which you wish to receive the reminder. Reminders can be set for the next 24-hour period.

Creating timed reminders

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

The display indicates whether or not a timed reminder has already been programmed.

First timed reminder: Confirm.

Further timed reminder: Select and confirm.

Enter the time with either 3 or 4 digits as appropriate, for example, 845 for 8.45 hours or 1500 for 15.00 hours.

Confirm.

program/service

7

or

▶ Reminder? ✓

New reminder? ✓

and

Save? ✓

Step by Step

program/service



7

or



Reminder?



Next reminder?



and



Delete?



program/service



Reminder:



Cancelling a saved reminder:

Press the key. The lamp lights up.

Enter the service code.

Select and confirm. A saved timed reminder is displayed.

Confirm (if you have saved several timed reminders).

Select and confirm.

Press the key. The lamp goes out.

Timed reminders

**Precondition:** You have saved a timed reminder  
→ page 66. When the saved time has been reached:

The telephone rings.

Lift the handset. The time of the reminder is displayed.

Replace the handset.



If you do not lift the handset, the telephone rings several more times and "Timed reminder" is displayed before the reminder is canceled.

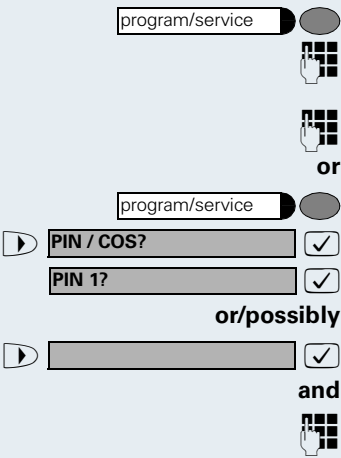
Step by Step

# Making project calls

External calls can be assigned to specific projects.

**Precondition:** Project numbers (from 1 to 5) have been configured for specific projects and you have a code for the project in question.

## Setting up a project call



Press the key. The lamp lights up.

Enter a service code between 61 (for project number 1) and 65 (for project number 5).

Enter the PIN.

Press the key. The lamp lights up.

Select and confirm.

Confirm.

Select and confirm PIN2 - PIN5.

Enter the external number.

Make your call in the usual way → page 34.

Project call mode is subject to a time limit. It is deactivated automatically if you do not use your telephone over a 5-minute period (for example).

**Step by Step****Call duration display (cost display)**

The call duration display is configured by the service personnel. The display shows either the duration of the call or the cost of the call. The display can be switched off.

The call duration is shown in the first line display on the right with format HH:MM:SS. The display appears ten seconds after the call has begun.

The cost display feature must be applied for from the network operator and configured by the service personnel.

Step by Step

# Private Sphere/Security

## Activating/deactivating do not disturb

If you do not wish to receive incoming calls, you can activate the do not disturb function. Internal callers then hear busy tone, while external callers are forwarded to the attendant. The service personnel can also set up destinations for forwarding internal and external calls, such as to your mailbox.

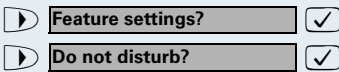
**Precondition:** The service personnel has enabled the do not disturb function for all HiPath 4000 users in your system.

Press the key. The lamp lights up.

Enter the service code.



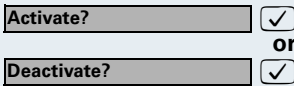
or




Select and confirm.

Select and confirm. The display indicates whether the do not disturb facility has been activated or deactivated.

and



Confirm.

 If do not disturb is active, you hear an alerting tone when you lift the handset.

"Do not disturb" can only be used for the prime line not additional lines.

The attendant can override the do not disturb function to speak to you.

If the service personnel has disabled the do not disturb facility for the HiPath 4000 system, the option "do not disturb" does not appear in the Service Menu.

## Step by Step

## Suppressing your number on called party's display

Suppression of the number indication only applies to the next call and is not saved together with the redial function.

program/service

8 2

or

▶ More features? ☒

Display suppression? ☒

and



Press the key. The lamp lights up.

Enter the service code. Dial tone can be heard.

Select and confirm.

Confirm. Dial tone can be heard.

Enter the other party's number. If the call is answered, your number does not appear on the called party's display.

## Malicious call holding

You can trace a malicious external caller. The caller's number can be registered during the call or for up to 30 seconds after the call. Do not replace the handset.

program/service

8 3

or

▶ More features? ☒

▶ Call tracing? ☒

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Select and confirm.



If malicious call holding was successful, your network carrier will have the saved data. Contact the service personnel!

Step by Step

Locking your telephone

You can prevent unauthorized persons from using your telephone (and the telephone directory) during your absence.

**Precondition:** You have been assigned a personal identification number (PIN) by the service personnel.

Preventing unauthorized dialing:

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Select and confirm.

Enter the PIN (code number).

When the telephone is disabled in this way, a special dial tone is audible when the handset is lifted. Internally (within HiPath 4000), dialing is possible in the usual way.

Enabling the telephone again:

Press the key. The lamp lights up.

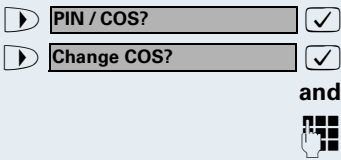
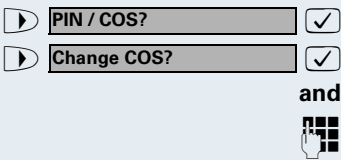
Enter the service code.

Select and confirm.

Select and confirm.

Enter the PIN (code number).

Input is followed by the display: "Executed".





Step by Step

# Using Other Functions

## Using a different telephone in the same way as your own

You can log on to another telephone belonging to the HiPath 4000 system via a personal identification number (PIN) (also telephones of networked HiPath 4000 systems, for example, at other branches of your company). At the other telephone you can\* then:

- make calls and assign the charges to cost centers
- make calls and assign the charges to specific projects
- retrieve messages from your mailbox
- use your individual speed dialing numbers and also a number that has been saved at your own telephone for redialing
- use repertory dialing keys, provided that they are configured in the same positions as your own telephone
- enter timed reminders

Using an internal PIN, you can have your calls diverted to a telephone in the office or department where you will be for a temporary period (call forwarding - follow me).

## Logging on to a different telephone Identifying yourself with PIN and dialing

**Precondition:** You have been assigned a PIN by the service personnel. You require an internal PIN for calls within your own HiPath 4000 system, while for calls involving other HiPath 4000 systems in the integrated network you require a network-wide PIN.

program/service

6 1

or

▶ PIN / COS? ☒

▶ PIN 1? ☒

Press the key. The lamp lights up.

Enter the service code  
(61 for PIN 1, 62 for PIN 2, etc.).

Select and confirm.

Select and confirm.

If you have several PINs and wish to use another one, select the other PIN.

Step by Step

With the display "Enter station no." or "Enter ID", you are requested to enter the PIN.

Entering the PIN for your own HiPath 4000 system:

Enter internal PIN.

Entering the PIN for another HiPath 4000 system area within the integrated network:

Enter the 2-digit node code for your own HiPath 4000 system (ask the service personnel).

Enter your own number and press the pound key.

Enter the network-wide PIN and press the pound key.

Dialing after (successful) identification:

You hear a dial tone. The following appears on the display: "Please dial".

Press the key. The lamp goes out.

Enter a number immediately.

Call forwarding - follow me after successful identification

Select and confirm.

Confirm. Call forwarding has been activated.

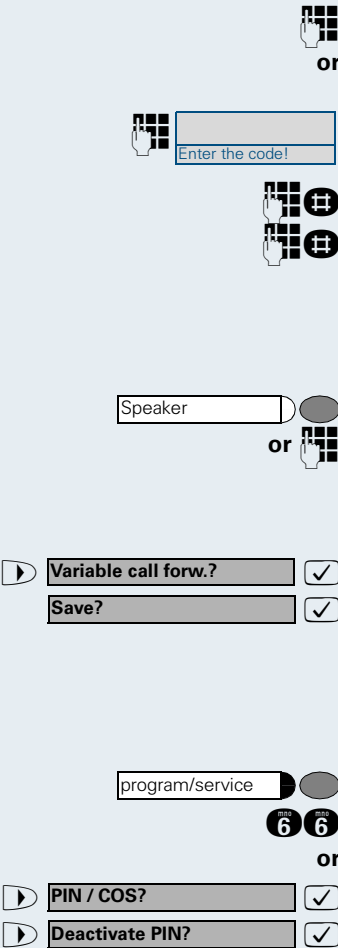
Deactivating identification at the other telephone

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Select and confirm.



Step by Step

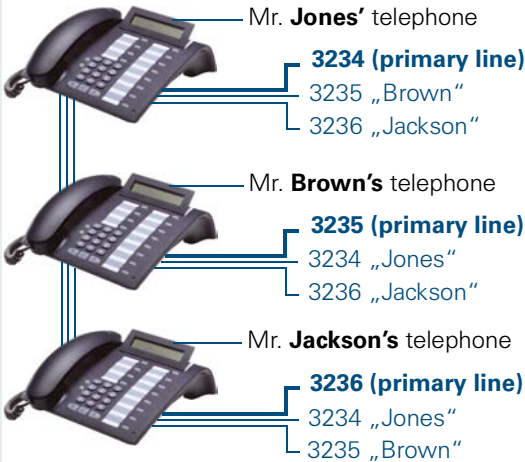
# Making multiline calls

## Using line keys

Line keys are configured by the service personnel. The station number of each station user is assigned to a line and is the **primary line** of that team member. The same line is configured on the line keys of the other station users as a **secondary line**. Each station user can use any of the line keys that are available.

➡ Numbers that have been saved on **your** telephone can only be used for line key dialing on your **own** telephone.

The following example illustrates how telephones with several line keys are interrelated within a team (keyset configuration).  
3234 is the station number of Mr. Jones, 3235 the station number of Mr. Brown and 3236 the station number of Mr. Jackson. Calls can be conducted on all three keys on all three telephones. The line with the user's own station number is always the primary line.



Step by Step



or



or



or



or



The different states of line key lamps

The lamp is not lit – the line is free and can be used.

The lamp is lit – line is busy.

The lamp is flashing – a call is on the line: answer the call.

The lamp is flashing **faster** – a call is on hold.

The lamp is flashing fastest – a call is forwarded.

Preview

You are speaking on one line. A call is incoming on another line key. You can use the call preview function to find out who is calling on this line. The information is shown in the display. You can also find out which caller is waiting on a line key that you have previously put on hold or exclusive hold. In addition, you can see information about the caller on the active line you are currently using.

The preview key must be configured by the service personnel.

**Precondition:** You have accepted a call on a line key. The lamp on another line key is flashing **fast**.

Activating the preview function



Press the key. The lamp lights up.

Press the desired line key.

Information is displayed about the caller or the waiting or parked user.

Deactivating the preview function



Press the key. The lamp goes out.

The menu line returns to the original state.

Step by Step

Taking calls on line keys

If several calls are received at the same time, you can take the calls in the order in which they are offered to you - or you can give priority to certain calls.

**Precondition:** The service personnel has specified the sequence in which incoming calls are answered.

Taking calls in the order offered

Your telephone **rings** (ringing signal). The caller is displayed, for example, "3235 Brown". The lamp for the relevant line key flashes rapidly.



Lift the handset.

or



Press the key. You are in speakerphone mode (not available with optiPoint 410 economy).

Taking calls with priority

Your telephone **rings** (ringing signal). The caller is displayed, for example, "3235 Brown". The lamp at the relevant line key flashes rapidly. The lamps at other line keys also flash rapidly.



Press the line key to which you are giving priority. The name of the other caller (for example, "3236 Jackson") is displayed briefly.



Lift the handset.

or



Press the key. You are in speakerphone mode (not available with optiPoint 410 economy).

Step by Step

Activating/deactivating ringer

When you are making a call on a line, you may be disturbed by the ringing signals for other incoming calls. If ringer cutoff has been configured, your telephone does not ring. Incoming calls are then signalled by the flashing of the line keys.

With the Ringer Cutoff key configured:

- To activate ringer cutoff:**  
Press the key. The lamp lights up.  
The telephone does **not** ring for incoming calls.
- To deactivate ringer cutoff:**  
Press the key. The lamp goes out.  
The telephone rings for incoming calls.

Via the program/service key:

- Press the key. The lamp lights up.  
Enter the service code.

Ringer cutoff

Ringer cutoff

program/service

2

7

or

▶ Feature settings?

✓

▶ Ringer cutoff?

✓

and

Deactivate?

✓

or

Activate?


✓

- Select and confirm.
- Select and confirm.
- Confirm.

Step by Step

Dialing with line keys

Your telephone can be configured with either **automatic** or **selectable** line seizure. The service personnel specifies whether a line (and which line) is seized automatically when the handset is lifted or when speaker-phone (not available with optiPoint 410 economy) is activated.

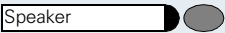
 The display "Please select a line", that you receive after lifting the handset or pressing the loud-speaker key, instructs you to seize a line.

Dialing with automatic line seizure:



Lift the handset.

or



Press the key.

The display briefly indicates the line number and the line status and then prompts you to dial.

A display such as "3235 active" means: a line (3235) has been selected automatically.

The selected key's lamp lights up.



Enter the number.

Dialing with selectable line seizure:



Lift the handset.

or



Press the key.

You are prompted to press a free line key: "Please select a line".



Press the free line key. The lamp lights up.

The display briefly indicates the line number and the line status and then requests you to dial.

A display such as "3236" means: the selected line (3236) has been seized.



Enter the number.

Step by Step

Identifying the line used

If several lines are seized at the same time, you can find out which line you are conversing on.

With the Show Used Line key configured:



Press the key.

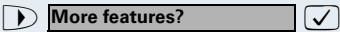
Via the program/service key:



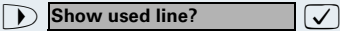
Press the key. The lamp lights up.



or



Select and confirm.



Select and confirm.

The number and status of the line currently in use are displayed.

A display such as "3235 active" means: the selected line (3235) is being used.

Alternating between different lines

**Precondition 1:** The service personnel has specified that when the user switches between lines, the lines are placed on hold automatically and can only be cleared again by replacing the handset or by pressing the Disconnect key.

**Precondition 2:** You are connected to various other parties on two or more lines. These can be either calling parties → page 77 or called parties → page 79.

You are conducting a call on line 1, for example. The line key of the party on hold flashes slowly.



Press the slowly flashing line key. The first party is on hold on line 1.



Press the slowly flashing line key. The second party is on hold on line 2.

You can alternate between the parties as often as you wish.



Step by Step



or

Speaker



Ending a call on a line key

Replace the handset.

Press the key that is lit.

Adding another party to a line (conference)

**Precondition:** There is a call on one of the lines. The line key lamp is lit.

Press the line key. Conference tone can be heard by you and by the users who are already connected. All three parties can now talk to one another. The lamp remains lit.



Adding parties is not possible if the Privacy function has been activated for the line in question.

If one of the three parties replaces the handset, the other two remain connected to each other.

If the remaining parties are yourself (having entered the call) and the person who originally seized the line, consultation is no longer possible.

With automatic privacy configured

Allow bridging

Your primary line can be programmed so that no one can bridge your call. In this case you can allow override, but this permission only applies to the call in progress or to the next call.

You are conducting a call.

or



Lift the handset.

With the privacy key configured:

Press the key.

Via the program/service key:

Press the key. The lamp lights up.

Enter the service code.

Privacy



program/service



or

Step by Step

▶

More features?

✓

▶

Privacy is off?

✓

Select and confirm.  
Select and confirm.  
Bridging is now permitted.

Preventing bridging

Even if the Privacy function has not been configured for your telephone, you can still prevent busy bridging. The Privacy function applies to the call in progress or to your next call.

You are already engaged in a call on a line.

or



Lift the handset.

With the privacy key configured:

Privacy

Press the key.

Via the program/service key:

program/service

Press the key. The lamp lights up.



Enter the service code.

or

▶

More features?

✓

▶

Privacy is on?

✓

Select and confirm.  
Select and confirm.  
Bridging is not possible.

Terminating a connection on a line key



Replace the handset.

or

Speaker

Press the key that is lit.

Step by Step

## Holding a call on a line key and retrieving it

**Precondition:** You have taken a call on a line key  
→ page 77 or you are making a consultation call.

### Placing on hold:



Press the key.



Select and confirm.

The line key of the call on hold flashes. The call can be resumed at any telephone programmed with this line key.

### Retrieving the call:

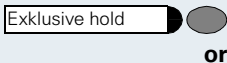


Press the flashing line key. Continue the call.

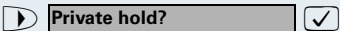
## Holding a call on a line key exclusively and retrieving it

**Precondition:** You have taken a confidential call on a line key or you are making a consultation call.

### Placing on hold:



Press the key. The lamp lights up.



Select and confirm.

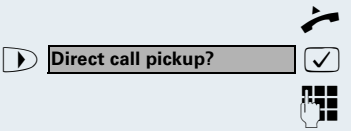
The line key of the call on hold flashes slowly. The call can be retrieved **only at your telephone** and is not signalled at any other telephone.

### Retrieving the call:



Press the slowly flashing line key. Continue the call.

Step by Step



Picking up a held call

A colleague in an open-plan office has put a call on hold on a line key and requests you (verbally) to take over the call. Your telephone does not have a key for this line.

Lift the handset.

Select and confirm.

Enter the station number of the telephone at which the call was held. You automatically pick up this call.

Forwarding calls for lines

If you activate call forwarding for a line that can also be accessed at other telephones, the call forwarding function applies to all line keys belonging to this line.

Storing and activating station variable call forwarding for a line

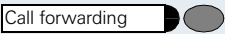


Press the line key, for example, for line 3235.

With the call forwarding key:



Press the key. The lamp lights up.



Press the key.

or

Via the program/service key:



Press the key. The lamp lights up.

The available types of variable call forwarding for every line are identical with the call forwarding types described above. Therefore, for all further steps see → page 21.


Step by Step

Storing and activating a station fixed call forwarding destination for a line

**Precondition:** The telephone is in the idle state.

Line 

Press the line key for the required line. The lamp lights up.

program/service 

Press the key. The lamp lights up.

The settings for station fixed forwarding for every line are identical with the call forwarding function described above. Therefore, for all further steps see → page 19.

Reactivating station fixed call forwarding for a line (without storing a different destination)


**Precondition:** The telephone is in the idle state.

Line 

Press the line key for the required line. The lamp lights up.

Call forwarding 

Press the key. The lamp lights up.



program/service 

Press the key. The lamp lights up.


 2  5

Enter the service code.

or

 Feature settings? 

Select and confirm.

 Call forwarding? 

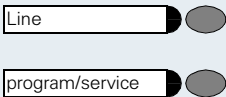
Select and confirm.

 Activate? 

Confirm.

For further information see → page 19.

Step by Step



Cancelling the station fixed call forwarding destination

**Precondition:** The telephone is in the idle state. A station fixed forwarding destination has been saved → page 85.

Only if it is **not** your primary line:  
Press the line key for the required line.

Press the key. The lamp lights up.

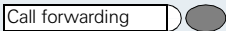
The settings for station fixed forwarding for every line are identical with the call forwarding function described above. Therefore, for all further steps see → page 20.

Deactivating call forwarding for a line

**Precondition:** The telephone is in the idle state. After a line key has been pressed, an activated call forwarding function is indicated on the display.

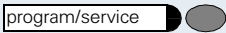


Only if it is **not** your primary line:  
Press the line key for the required line.



With the call forwarding key:

Press the key. The lamp goes out.



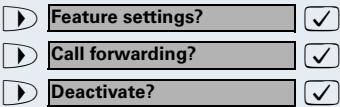
Via the program/service key:

Press the key. The lamp lights up.



Enter the service code.

or



Select and confirm.

Select and confirm.

Confirm.

For further information see → page 20

Step by Step

## Making calls in an executive/secretary team (not used in US)

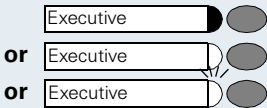
Each executive/secretary team is configured by the service personnel.

An executive/secretary team can consist of a maximum of 4 executive telephones and 2 secretarial telephones.

### Calling executive or secretary's office

#### The lamp statuses of direct station selection (DSS) keys

An executive DSS key is configured on the secretary's telephone and a secretary DSS key on the executive's telephone. The meaning of the lamp statuses is the same for both keys. Here is an example for the executive key on the secretary's telephone:



The lamp is not lit – the executive is not making a call.

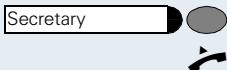
The lamp is lit – the executive is making a call.

The lamp is flashing – there is an incoming call for the executive; the executive has not answered it yet.

### Making a call to the executive/secretary

Example of a call from the executive to the secretary:

#### Lamp is not lit – the secretary is not making a call:



Press the key.



Lift the handset.

or

Handset on-hook: speakerphone (not available with optiPoint 410 economy).

#### Lamp is lit – the secretary is making a call:



Press the key.

You are camped on to the secretary's call. The secretary hears an alerting tone; the call pickup key flashes.



If the secretary accepts the call:  
Lift the handset.

or

Handset on-hook: speakerphone (not available with optiPoint 410 economy).

Step by Step



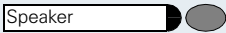
The procedure is the same for a direct call from the secretary's office to the executive – with the executive DSS key.

Taking a call for the executive in the secretary's office

When a call is received for the executive, the telephone rings in the secretary's office.



or

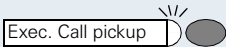


Lift the handset.

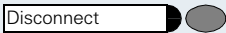
Press the key. The lamp lights up.  
Speakerphone (not available with optiPoint 410 economy).

Taking a call for the executive during a call in progress

You are making a call.  
A call is received for the executive.



Ask the other party to wait, then press the flashing key.  
Answer the call.



Terminating the call – returning to the first call:

Press the key.  
Continue your original call.



## Step by Step

Executive 

### Extending a call to the executive

**Precondition:** You have taken a call for the executive in the secretary's office.

Press the DSS key for the executive. You are connected to the executive.

#### Extending the call with prior announcement:

Inform the executive that a call is waiting.



Replace the handset.

#### Extending the call without prior announcement:



Replace the handset immediately.

### Forwarding calls directly to the executive

When the secretary's office is unattended, calls for the executive can be forwarded immediately to the executive's telephone. The forwarding function can be activated on the secretary's telephone and at the executive's telephone.

#### To activate:

Intercept 

Press the key. The lamp lights up.

#### To deactivate:

Intercept 

Press the key. The lamp goes out.



Calls for the secretary are not redirected - only calls for the executive.

### Taking a call on the executive's telephone

A call for the executive is not answered by the secretary. After 15 seconds (depending on the system), you hear an alerting tone on the executive telephone. The display indicates who is calling.



Lift the handset.

Call pickup 

Press the flashing key.

Step by Step

Taking calls for other executive/secretary teams

If several executive/secretary teams have been configured, you can pick up calls for other teams.

Lift the handset.

Press the flashing DSS key, for example, "Executive 3".

Call pickup is also possible during a call in progress. Please request the other party to wait briefly before you press the flashing key.

Using second telephone for executive

**Precondition:** A second telephone has been configured for the executive. The executive's first and second telephones each have a call park key.

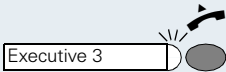
Parking a call at the first telephone:

Press the key. The lamp lights up.

Retrieving a call at the second telephone:

Lift the handset.

Press the flashing key.



Step by Step

Activating/deactivating call waiting for executive

As the executive, you can specify whether your calls are to be received in the secretary's office while you are conducting a call. If you are making a call and at the same time expecting an important call, it is advisable to activate the call waiting function, for example.

program/service

2

1

or

Feature settings?

Camp-on?

and

Activate?

Deactivate?

Press the key. The lamp lights up.  
Enter the service code.

Select and confirm.  
Confirm.

Confirm.

Step by Step

Using the call signal function

If a call signal key has been configured on your executive telephone you can generate a call signal on a particular destination telephone (for example, in the secretary's office) by pressing this key. When a call signal is received the number of the calling telephone is displayed briefly on the destination telephone.

The key can be pressed (once or several times) when the phone is idle or while a call is in progress.

If the Call Signal function has not been configured, you can generate a call signal at a destination telephone by lifting the handset and entering the call-signal code number.

Designating a deputy for the secretary

The calls for the executive that are normally received in the secretary's office can be diverted to a different telephone. A Function Transfer key must be configured for this purpose. The procedure is the same as described in the section "Saving a repertory dialing number on a key" → page 26 - in this case for a deputy.



To activate deputy:

Press the key. The lamp lights up.



To deactivate deputy:

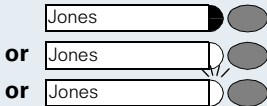
Press the key. The lamp goes out.

## Step by Step

### Calling a station directly

**Precondition:** DSS keys have been configured at your telephone → page 96.

#### The lamp statuses of direct station selection (DSS) keys



The lamp is not lit – the user is not making a call.

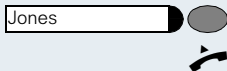
The lamp is lit – the user is making a call.

The lamp is flashing – there is an incoming call for the user; the user has not answered it yet.

### Calling a direct station selection (DSS) user

Note the lamp status of the DSS key!

#### The lamp is not lit – the user is not making a call:



Press the DSS key, for example, "Jones".

Lift the handset.

or

With the handset on-hook: you are in speakerphone mode (not available with optiPoint 410 economy).

#### The lamp is lit – the user is making a call:



Press the DSS key.

You are camped on to the other party's call. He or she hears a tone, the call pickup key flashes at his or her telephone and your name and number are displayed.



When the other party answers: lift the handset.

or

With the handset on-hook: you are in speakerphone mode (not available with optiPoint 410 economy).

### Taking a call for a direct station selection (DSS) user

The called party is not at his or her normal workplace, for example.

Lift the handset.




Press the flashing key, for example, "Jones".


Step by Step



Temporarily removing station from  
hunt group/  
adding station to hunt group

**Precondition:** A hunt group has been configured in the team.

You can disconnect yourself from the hunt group at any time, for example, when you leave the office. You can rejoin the hunt group as soon as you return to the office.



 You can still be contacted via your own number when you have been disconnected from the hunt group.

program/service 

or

 Feature settings? 

 Hunting group? 

and

Deactivate? 

or

Activate? 

Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Select and confirm.

Confirm.

## Step by Step

# Checking the telephone

## Checking its functionality

You can test the functionality of your telephone. This includes the following checks:

- Are all the key lamps operating properly?
- Is the display operating properly?
- Do all the keys function?
- Are there any problems with the speaker, handset, ringing tone volume, ringing tone pitch, alerting tone or speakerphone function (not available with optiPoint 410 economy)?

Otherwise, if necessary, for servicing:

- the terminal ID (identity) of the telephone
- the software version of the optiPoint 400 telephone
- the power level of the line.

**Precondition:** The telephone is in the idle state.

program/service



or



Phone test?



and



program/service



Press the key. The lamp lights up.

Enter the service code.

Select and confirm.

Select and confirm the required test function. Follow the user prompts on the display.

Press the key. The lamp goes out. The test is ended.

Step by Step

Checking the assignment of functions to keys

You can check which functions have been pre-assigned to specific keys on your telephone. You can also check what you have saved on individual keys yourself. The following types of key assignment are possible:

- Repertory dialing → page 26
- Direct station selection → page 93 and → page 87
- Function → page 65

**Precondition:** The telephone is in the idle state.

program/service

4

or

▶

Key function?

✓

and

Return?

✓

or

program/service

Press the key. The lamp lights up.

Enter the service code.

or

Select and confirm.

Press the required key.

The key assignment is displayed.

Confirm and then press another key to check the function assigned to it.

or

Press the key. The lamp goes out.



# Labeling, documentation and accessories

## Labeling Key Fields (not used in US)

You can chose from the following options to label the keys with the functions/call numbers saved → page 8, → page 26:

### Labeling

- by hand:  
Labeling strips are delivered with your optiPoint. Write the function or a name on the matching strips within the white field and attach them to your optiPoint.
- with a computer:  
You have access to a CD-ROM (ask the service personnel) with the electronic operating instructions for your HiPath 4000/HiPath AllServe → page 97. You can label your keypads for each PC.
- with a computer via the Internet:  
You will find the "Online Key Labeling Tool" along with the user interface under <http://www.siemens.com/hipath> → "Downloads" → "Software". Special labeling sheets, that can be ordered, are available with the corresponding labeling strips for this procedure.  
Labeling sheets can be ordered by the article number from Siemens' Sales Organisation or via the following internet address:  
<http://www.click4business-supplies.de>  
Article number-labeling sheets:  
A31003-H8400-B993-\*-6Z19  
for optiPoint 400 economy/standard HFA paper size - DIN A4

Insert the labeled strips beside the corresponding key pad on your optiPoint and place the transparent cover over them (mat surface up).



## **Attaching a Station Number Label (not valid for US)**

Self-adhesive emergency number labels are also delivered with your optiPoint.

Write the emergency number on the label (fire department, police, own telephone numbers), then remove and insert it in the recess on the telephone when the handset is lifted.

## **Documentation**

You can find this user manual in the Internet in PDF format under

<http://www.siemens.com/hipath>

and on CD-ROM (ask the service personnel) in HTML and PDF format.

The CD-ROM (7 languages) or a printout of this user manual can be ordered via the article number from Siemens' Sales Organisation at the following Internet address.

<http://www.click4business-supplies.de>

CD-ROM article number:

P31003-H8400-B300-\*-6Z19

Article number of this user manual:

A31003-H8400-B412-51-7619

To view and print the operating instructions in PDF format, you need a computer on which the free Adobe Acrobat Reader software package is installed.

To view the operating instructions in HTML format you need a computer with an internet browser, for example, Microsoft Internet Explorer.

## Advice for users

### Care of the telephone

- Use either a damp cloth or an antistatic cloth to clean the telephone. Never use a dry cloth!
- If the telephone needs to be cleaned thoroughly, use a neutral, diluted, surface-active cleaning agent. Ensure that all traces of the cleaning agent are removed with a damp cloth (using water only!).
- Never apply a cleaning agent that contains alcohol or that is liable to harm plastic surfaces; never use an abrasive cleaning powder.

### Troubleshooting

#### **There is no response after a key has been pressed:**

Check whether the key has become stuck.

#### **No ringing tone when an incoming call is received:**

Check whether you have activated the Do Not Disturb function → page 70. If you have, cancel this function to receive calls again.

#### **You cannot dial a number:**

Check whether you have locked the telephone → page 72. If you have, unlock the telephone to make calls again.

#### **The time shown on the display is not correct:**

After 24 hours at the latest, the time is corrected automatically (overnight).

#### **All other faults:**

First contact the service personnel. If the fault cannot be eliminated, Customer Service must be called in.

Step by step

Time exceeded

Dealing with error messages on the display

Possible cause:

Maximum input time exceeded.  
Handset not replaced.

Possible response:

Enter digits more quickly; avoid lengthy pauses between keystrokes.

Please try later

Possible cause:

System is overloaded, no lines free, queue is full.

Possible response:

Wait and then try again later.

Currently not accessible

Possible cause:

- a) The function is not available at this time.
- b) The number you dialed does not exist.

Possible response:

- a) Wait and then try again later.
- b) Enter the number correctly or call the attendant.

Not possible

or Incorrect input

or Nothing stored

Possible cause:

Speed dialing number does not exist, timed reminder entered incorrectly, barred or inadmissible input, pre-condition not met (for example, attempt to toggle without a second party), incomplete dialing.

Possible response:

Correct your input, select a permissible option, enter the number in full.

## Step by step

Not authorized

or Not allowed

### Possible cause:

- a) Attempt to use a barred function.
- b) PIN entered incorrectly.

### Possible response:

- a) Contact the service personnel for authorization to activate this function.
- b) Enter the PIN correctly.

Not available

### Possible cause:

Number not entered completely, star or pound key not pressed.

### Possible response:

Enter the number or code correctly (or as instructed).

Protected

### Possible cause:

Data transmission in progress.

### Possible response:

Wait and then try again later.

## Who to contact if a problem occurs

Contact the service personnel for problems lasting longer than, for example, 5 minutes.

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# Important functions at a glance


## Making a call:

**Either:**  + 

**Or:**  + when the other party answers  or speakerphone (not available with optiPoint 410 entry).


## Saved number redial:

**Save:**



**Either:** The connection has been made.  .

**Or:** Any number:   +   +

☒ +  +  ☒.



**Redial:**  +  .

## Last number redial:

 +  .

## Switching between the handset and speakerphone (not available with optiPoint 410 entry) during a call:

**From handset to speakerphone:** hold down

 + .

**From speakerphone to handset:** .

## Information during a call in progress (consultation):



☒ + second party .

**To terminate:**  ☒.

## Alternating between parties (toggling):

  ☒.

## Extending a call:

**With prior announcement:**  ☒ +  + announce call + .

**Without prior announcement:**   ☒ +  + .

## Important functions at a glance


---

### Setting up a conference call:

First call +   ☒ +  +  ☒  
+   ☒ + .




---


### Saving/activating variable call forwarding:

  ☒ +  (destination) +  ☒.

---

### Checking call list:





 +  ☒ +   ☒  
+  ☒ or   ☒.

Ending:  .

Dialing displayed call:   ☒.




---

### Saving individual speed dialing numbers:

 +  ☒ +   ☒ +  
 (0...9) +  ☒ +  (destination) +  ☒.





---

### Dialing with individual speed dialing numbers:

 +   ☒ +  (0...9).




---

### Switching telephone off/on again to make a call:

 +   ☒ +    
☒ +  (PIN).

---

### Saving/changing a number on a key for repertory dialing:

 +   +  (destination) +  
 ☒.

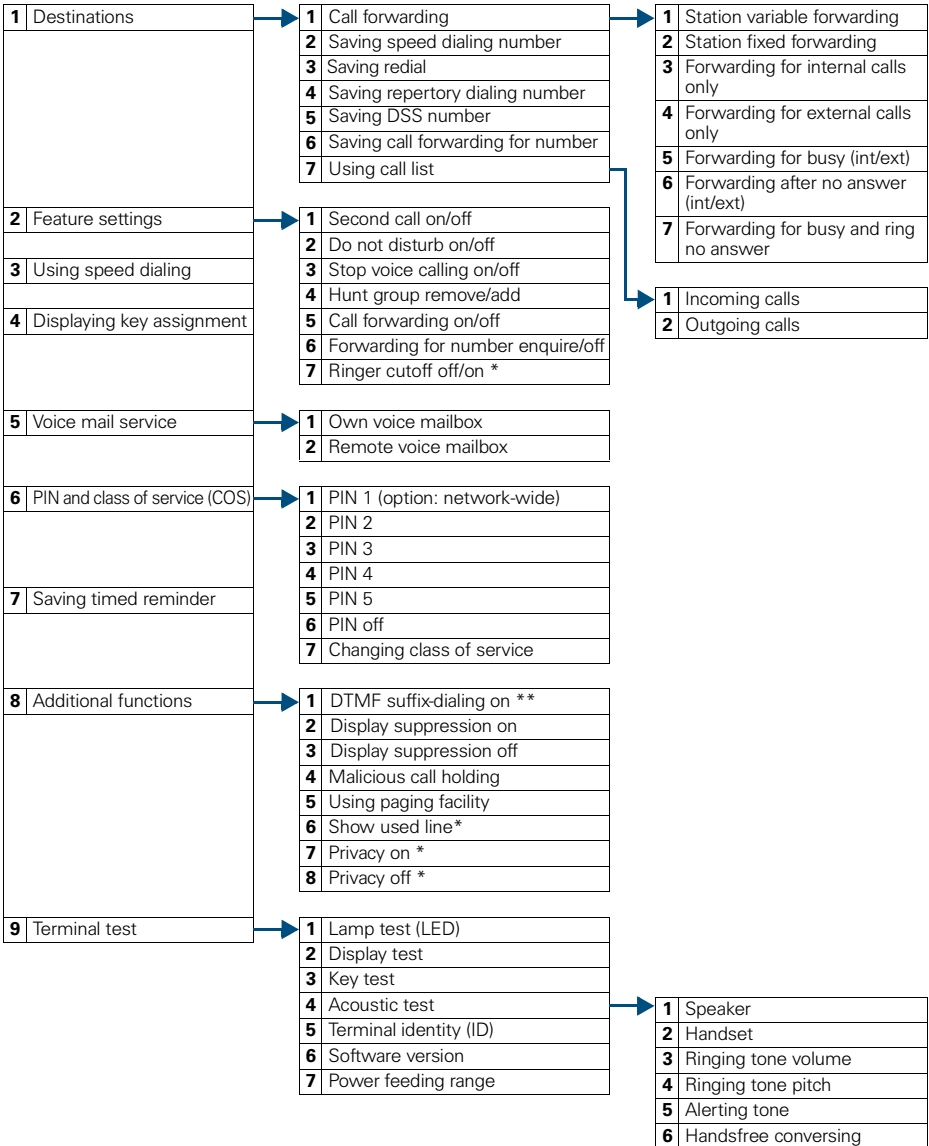
---

### Saving a timed reminder:

 +   ☒ +  ☒ +  
 (time with 3 or 4 digits) +  ☒.

## Maximum Service Menu functions available

Press the "program/service" key. Use   and  in order to select functions.  
Or use the service codes, e.g. **2 1** for "Second call on/off".



\* Telephone with line keys and multi-line access (keyset).

[www.siemens.com/hipath](http://www.siemens.com/hipath)



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